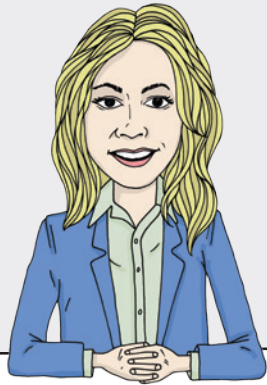


POLYCOM VVX500.

USER GUIDE.



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NEED
HELP?

If you have any problems setting up or using your Polycom IP Phone, contact the IP Comms Service Hub on **0800 389 0537**

EMERGENCY
CALLS.

999 or 112 emergency calls.

Your BT Cloud Voice phone number is registered to a specific address, so when you make a 999 or 112 call from your phone number, that's the address the emergency services will see. If you use your BT Cloud Voice service at a different address, the registered address does not automatically change. So if your work location changes let your BT Cloud Voice service administrator know as they might also need to change your registered address.

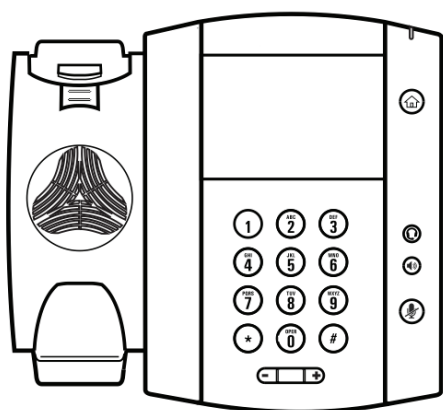
You might not be able to make 999 or 112 calls when there's a power or network failure or if using the service through an app on a mobile device.

SET UP.

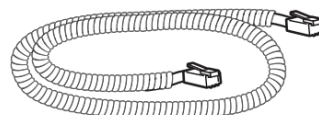
This booklet is here to help you get the very best from your new phone. We know you will be keen to get started, but before we go into detail on all the things it can do for you, you will need to set it up. It won't take long, just follow the simple instructions below or have a look at the quick start guide instead.

Got everything?

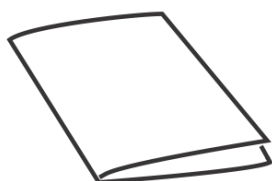
- IP telephone
- Handset
- Handset cord
- Mains power adapter (if ordered)
- Ethernet cable
- Phone stand
- Quick start guide



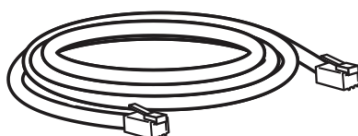
Phone



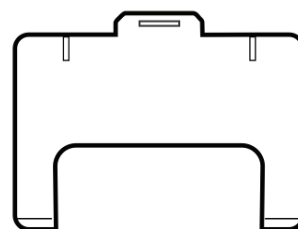
Handset and Cord



Quick Start Guide



Network Cable



Phone Stand

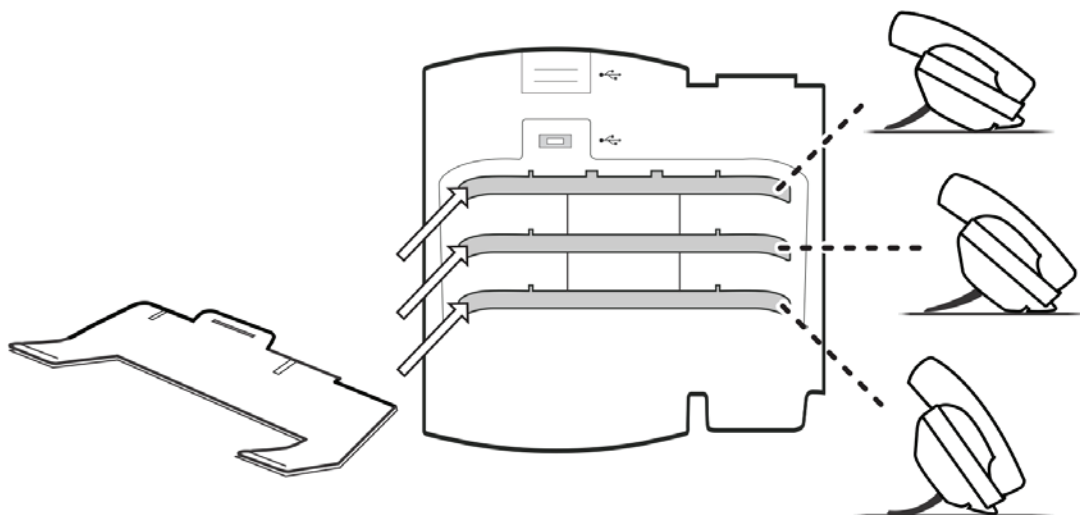
GETTING STARTED.

Turn it over.

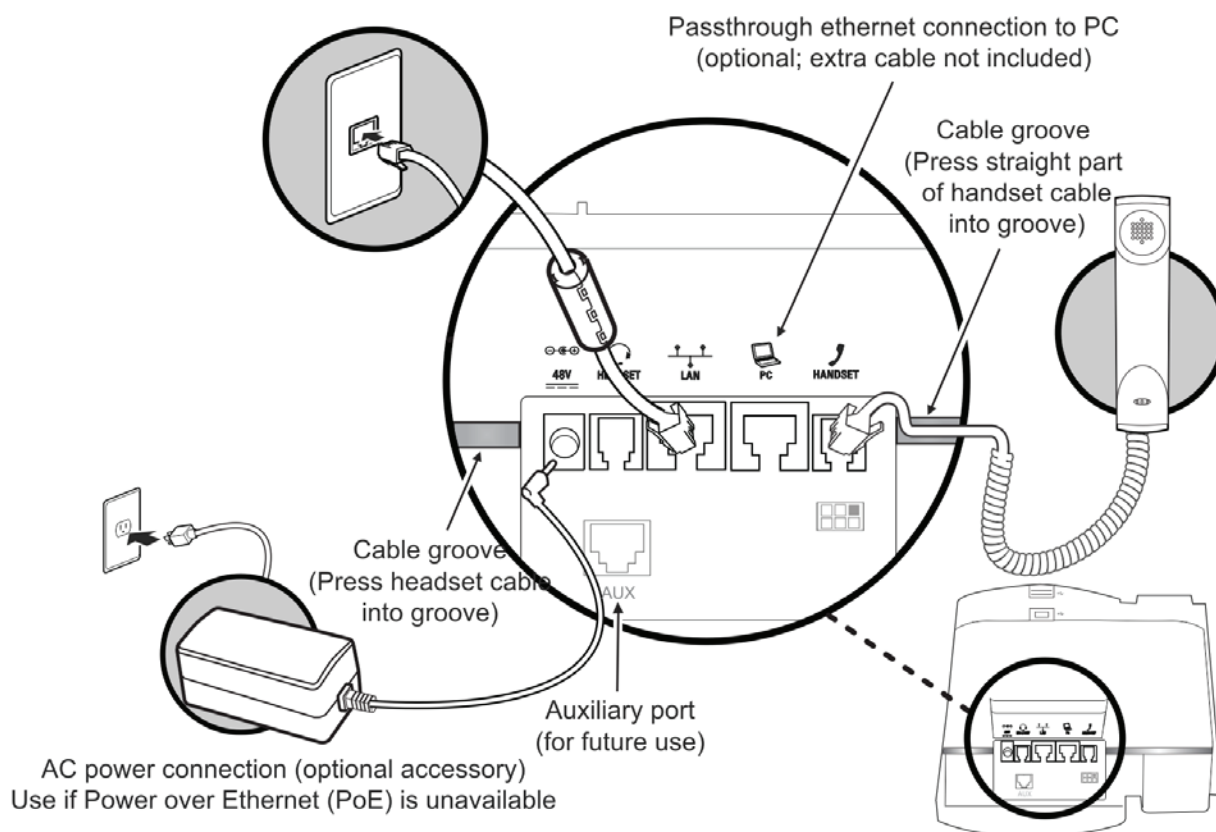
Unpack the phone and turn it upside down to see the ports underneath.

Set the position of your phone.

Insert the phone stand into one of the slots on the back of the phone. The slot you choose determines the angle of the phone.



Get everything connected.



GETTING STARTED.

Check that the automatic set up for the Cloud Voice Service has worked.

Your handset will be pre-loaded with all the information it needs to set up the Cloud Voice Service without you doing anything.

1. Once the phone is connected to the network, the phone will do a series of firmware updates. It will need a little bit of time to do this, so please be patient.

- Everything is complete and correct once this symbol is showing on the screen



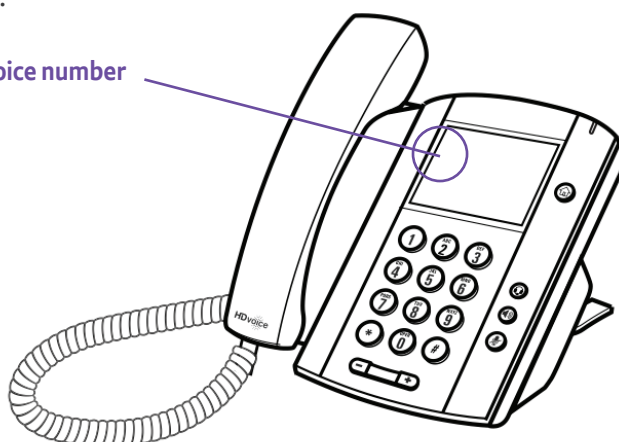
- If things haven't worked properly, this symbol will be showing.



If this happens, call us on **0800 389 0537**

2. When everything is updated and ready to go, your phone number will show on the screen.

Your cloud voice number

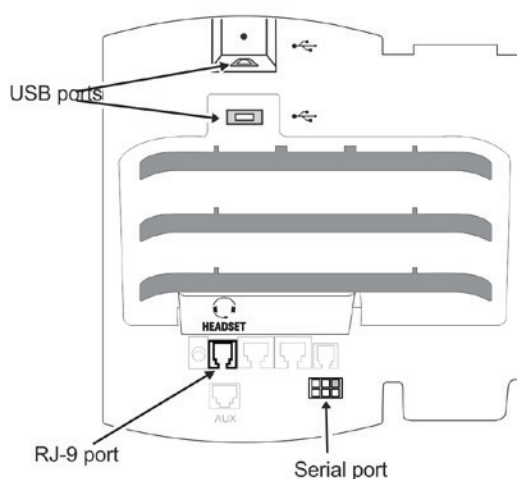


Note:

During any future upgrades or changes the same sequence may take place.

Connect your headset.

If you need to add a headset to your phone, follow the instructions that come with the headset. Your phone works with wired headsets, usually through the RJ-9 port shown above, and electronic hookswitch (EHS) headsets, which tend to use the RJ-9 and serial port.



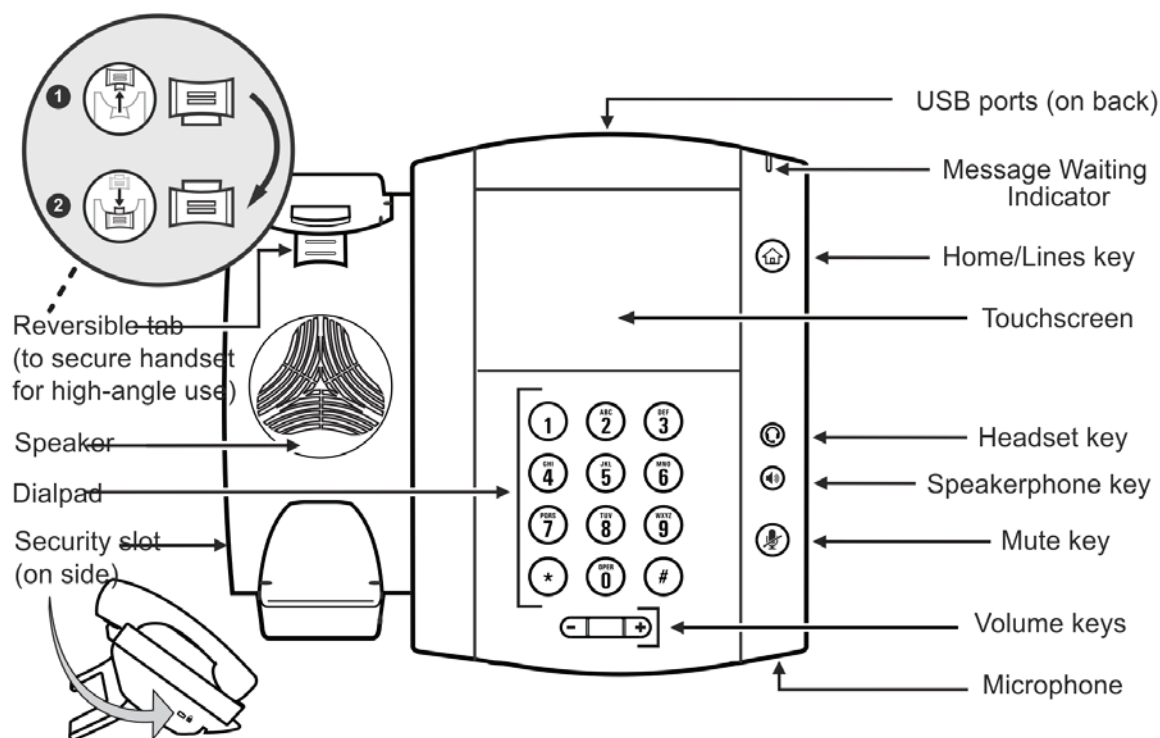
USB ports.

This phone has two USB ports which let you:

- Attach a USB flash drive so you can record calls, update the background picture on your phone, set up a screen saver, or use your phone as a digital picture frame.
- Attach a USB headset.

GETTING TO KNOW YOUR PHONE.

Now that you've sorted out the wires, it's time to have a look at what the phone can do.



Touchscreen.

One of the key features of the VVX 500 is its touch-sensitive screen. Tap the screen to select the function that you need; to scroll, swipe your finger up, down, right or left on the screen.

Cleaning the Touchscreen.

With all the hard work it's going to be doing, the touchscreen might need a bit of a clean sometimes. Do this with a dirt-free, dry microfibre cloth — they are widely available from supermarkets and office supply stores.

Before you wipe the screen, disable it, so you don't accidentally delete your best contact while you clean. To do this:

- Tap **Settings** from **Home** view, and tap **Basic > Screen Clean**.
- You are safe to wipe the glass with your microfibre cloth.

To answer a call while the touchscreen is disabled, pick up the handset or press **Answer**. To enable the touchscreen again, press any key on the phone console.

GETTING TO KNOW YOUR PHONE.

Phone Display (Views).






Your phone has three main views: **Home**, **Calls**, and **Lines** (the default display). You can access the **Home** and **Lines** views at any time.

- To get to the **Home** view from any menu, press the **Home** key.
- Press the **Home** key again to change to the **Lines** view, and again to get back to **Home**.
- When you are making or receiving a call you will also see the **Calls** view. You can toggle between all three screens using the **Home** key.

Home View

The **Home** view has a range of icons that you can use to reach the most popular phone functions – simply touch an icon to access it.

Home view displays the following icons:

New Call	Brings up the Dialler so you can place a call.	
Messages	Gives you access to your voicemail.	
Directories	Takes you to your Contact Directory and Recent Calls list.	
Settings	Lets you change your phone features and customise ring tones etc.	
Applications	Contains a menu of custom applications.	

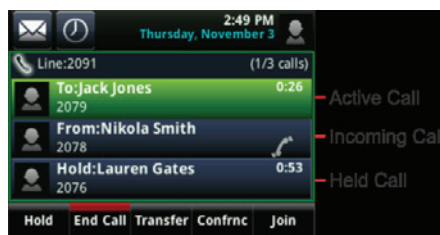
Lines View

The **Lines** view is your phone's default display. It shows your phone line(s), any Favourites you have highlighted from your contacts, and the different options for the soft key functions.

You can also access your voicemail from here by tapping the envelope icon.



GETTING TO KNOW YOUR PHONE



Calls View

This is what you will see when you make or receive a call. It will show you the number called/received, the length of the conversation and how many calls you've got in progress.

To help you see what's happening at a glance, all the calls are colour coded depending on their status:

Dark green	Your active call.
Dark blue	Any incoming or held calls.
Bright green	An active call that's been highlighted.
Bright blue	An incoming or held call that's been highlighted.

You will need to highlight a call if you want to use any of the soft key features, as listed below. To do this, you just tap the call and look at the display directly above each key for your options.

The soft keys will let you:

Hold	Place a call on hold (the system will supply default music for this)
End Call	Finish the current call using the soft key
Transfer	Pass the call to another extension
Confrnc	Include your call in a conference

USING YOUR PHONE.

Time and Date.

The time and date is set by the Cloud Voice Service, but you can change the format by going to **Settings** and updating your phone preferences there.

Making Calls.

When you're ready to dial, pick up the handset, press the **Speakerphone** key or if you are using a headset press the **Headset** key.

Enter the phone number, and tap the **New Call** key.

If you're in the **Lines** view: Tap the phone line, enter the number and press **New Call**.

If you're in the **Home** view: Tap **New Call**, enter the number and press **New Call**.

Answering Calls.

To pick up an incoming call, press the **Speakerphone** key or tap the **Answer** soft key and pick up the handset, or if you are using a headset press the **Headset** key.

If you're already on a call when another one comes in, tap the **Answer** soft key and the current call will be put on hold. Both calls will appear on your display, showing which one is on hold. You can return to the first call by selecting that call and pressing the **Resume** soft key.

Transferring Calls.

To transfer a call, first press the **Transfer** soft key.

Then dial the number the call is being transferred to and press the **Send** soft key.

Either press the **Transfer** soft key immediately to forward the call straight away, or wait until the the receiver is picked up so you can announce the call before you press **Transfer** to connect it.

Ending Calls.

There are four ways to end an active call. You can either replace the handset, press **Speakerphone**, press the **Headset** key if you're using one or use the **End Call** soft key.

To end a held call, navigate to **Calls** view and highlight the held call. Press **Resume** then press **End Call**.

Conference Calls.

To set up a conference call, dial and connect with your first number then tap the **Confrnc** soft key.

Do the same with the second party and press the **Confrnc** soft key again.

Note:

Whilst on a conference call from the **Lines** or **Calls** view, you can:

- Press **Hold** soft key to place everyone on hold.
 - Press **End Call** soft key to remove yourself from the call, but keep the others connected.
 - Press **Split** soft key to end the conference and place all participants on hold.
-

USING YOUR PHONE

Do Not Disturb (DND).

When you need a few minutes without interruptions, you can use DND to send callers straight to voicemail, then you can catch up with any messages when you're ready.

To activate DND – go to the **Home** view, tap **Settings, Features** then **Do Not Disturb**, and press the **Enable** soft key.

To disable DND – go to the **Home** view, tap **Settings, Features** then **Do Not Disturb**, and press the **Disable** soft key.

Favourites.

Your Favourites are the people that you call most often. Their number will show in your **Favourites** list and in the **Lines** view, and they will also come up when you tap the phone line in the **Home** view.

To view your Favourites list – Choose **New Call** from **Home** view, and tap **Favourites**.

To make a contact a Favourite – Go to your **Contact Directory** and select the contact. Tap **Add to Favourites**, then **Yes** to confirm.

To dial a Favourite – Just tap the contact details from **Lines** view or your **Favourites** list.

To reorder your Favourites – Update the contact's **Favourite** Index number in the **Contact Directory** to move them up or down the list.

Recent Calls List.

To view your latest calls, tap **New Call** from **Home** view, then choose **Recent**.

Once you're in the **Recent** list, you can tap the **Sort & Order** key to sort and order calls, tap the **Order Calls** key to display only certain calls, or tap a call record to speak to the person.

Alternatively, you can use the **Recent Calls** key from the **Home**, **Lines**, or **Calls** view.

Saving Recent Callers to your Directory

If you want to save a new number from your recent calls, tap next to the call record and **Save**. Enter any additional contact information and **Save** again.

Contact Directory.

Your contact directory is managed via the portal – please refer to the User Feature Guide for details.

You can also manage your contacts from your handset. To do this, tap **Directories** from **Home** view and choose **Contact Directory**.

To add a contact, tap the **Add** soft key. Type in the details and **Save**.

To include them in your Favourites list, enter a Favourite Index number.

If you need to update any information, select the contact you want, tap the **Edit** soft key, change the details then **Save**.

To delete a contact, highlight the contact, tap the **Delete** soft key and choose **Yes** to confirm.

To search within the **Contact Directory**, press the **Search** soft key. Enter your criteria, and press **Search**. To dial a contact from your directory, tap the phone number from their information screen.

To call a contact from the directory, highlight their details using the **Select** key and press **Dial**.

USING YOUR PHONE

Changing Ring Tone.

If you would like to change your incoming call ringtone, tap **Settings** from **Home** view, and go to **Basic > Ring Type**. Decide on the ringtone you want.

To set a ringtone for a particular contact, choose them from your **Contact Directory**, tap the **Edit** soft key, update the ringtone, and press **Save**.

Update Configuration.

Sometimes you might be asked to update your phone configuration. To do this:

- Tap **Settings** from **Home** view, and choose **Basic > Update Configuration**.
- The message **Are you sure?** will come up.
- To go ahead, choose **Yes**.

Be aware that your phone may restart, depending on the phone settings that have been changed.

Listening to Voicemail.

When you see the envelope icon on your screen, it means you have voicemail.

To access your messages, tap **Messages** from Home view, then choose **Message Centre** and you will see how many messages you have in your mail box. To listen to them, tap **Connect** and follow the prompts.

GENERAL INFORMATION

999 or 112 emergency calls

- Your BT Cloud Voice phone number is registered to a specific address, so when you make a 999 or 112 call from your phone number, that's the address the emergency services will see. If you use your BT Cloud Voice service at a different address, the registered address does not automatically change. So if your work location changes let your BT Cloud Voice service administrator know as they might also need to change your registered address.
- You might not be able to make 999 or 112 calls when there's a power or network failure or if using the service through an app on a mobile device.

Headset compatibility

The VVX 500 IP Phone supports the following Jabra and Plantronic headsets:

Jabra

Corded Headsets:

GN2000 and Jabra BIZ 2400 headsets with GN 1200 Quick Disconnect Cable – setting 1.

Cordless Headsets:

Jabra Pro 920 with Jabra Polycom EHS Adapter

Plantronics

Corded Headsets:

SupraPlus HW251N / HW261N and EncorePro HW291N / HW301N

Cordless Headsets:

CS504A Convertible Dect with APP-51 (Polycom EHS Cable)

Safety information

- Do not open the handset or the base. This could expose you to high voltages or other risks. Contact the IP Comms Service Hub on 0800 389 0537 for all repairs.

Cleaning

- Clean the handset and base with a damp (not wet) cloth, or an anti-static wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

Environmental

- Do not expose to direct sunlight
- Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surfaces
- Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms
- Do not expose your product to fire, explosive or other hazardous conditions
- There is a slight chance your phone could be damaged by an electrical storm.

Product disposal instructions

The symbol shown here and on the product means that the product is classed as Electrical or Electronic Equipment and should not be disposed with other household or commercial waste at the end of its working life.



The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to minimize the impact on the environment, treat any hazardous substances and avoid the increasing landfill.

Business users should contact their suppliers and check the terms and conditions of the purchase contract and ensure that this product is not mixed with other commercial waste for disposal.

Guarantee

Your IP Phone is guaranteed for a period of 12 months from the date of purchase.

Subject to the terms listed below, the guarantee will provide for the repair of, or at BT's or its agent's discretion, the option to replace the Phone or any component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12-month guarantee period
- Proof of purchase is provided
- The equipment is returned to BT or its agent as instructed
- This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents
- This guarantee does not affect your statutory rights.

Offices Worldwide

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